20171013084502

State Corporation Commiss of Kansas



October 12, 2017

Director - Utilities Division Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604-4027

RE: Docket Number 14-GIMT-118-CPL

Dear Director:

Enclosed is a copy of the Monthly Quality of Service Report for Rural Telephone Service Co., Inc. The attached report covers the months of July, August and September 2017. According to your performance standards, we comply with the benchmark levels in all four categories.

If you have any questions or need additional information, please call me at 785-567-4281.

Sincerely,

Ronald & Elli

Ron Ellis Director of Operations

RE/ckw

Enclosure

P.O. Box 158 145 North Main Lenora, KS 67645 phone: 785.567.4281 toll free: 877.567.7872 fax: 785.567 4401

Memo

TO: Jimmy Todd, Mike Pollock, Rhonda Goddard, Ron Ellis, Scott Roe, Amy Normandin, Troy Collins, Mark Basgall, Ryan McClung, and Clint Knedlik

FROM: Erin Farber

DATE: October 5, 2017

RE: KCC'S Quality Service Report for **RURAL TELEPHONE**

Please find attached a copy of the KCC's Quality Service Report for the months of July, August and September 2017. The supporting documents to this report are attached. According to the KCC's performance standards, we comply with all four benchmark levels. If you have any questions regarding this report, please let me know.

The following is a breakdown according to each indicator and benchmark level:	July '17	August '17	September '17
Customer Trouble Reports (CTR): Number of trouble conditions reported to the Service Provider's trouble reporting center.	0.28 CTR's/100	0.45 CTR's/100	0.28 CTR's/100
Trouble Reports:	22	36	22
Benchmark: 6 CTR's/100 Access Lines, or less for LECs serving more than 10,000 Access Lines. <i>Total # of Access Lines:</i>	7,993 as of 08-01-17	7,936 as of 9-01-17	7,878 as of 10-01-17
(does not include hot lines)			
% Repeat Trouble Reports: Repeat reports of trouble on an access line during the previous 10 days, as of % of monthly total CTR's.	0.00%	0.00%	0.00%
Total # of Repeat Reports:	0	0	0
Benchmark: 20%, or less of repeat reports.			
Average Customer Repair Intervals: Average repair service time.	4.9 Hours	5.6 Hours	4.4 Hours
Total # of hours:	108.65	201.12	96.13
Benchmark: An average of 30 hours, or less, for repair service.			-
% Appointments Met: 90% or greater, of appointments met on time.	100%	100%	100%
<i>Total # of appointments:</i>	0	0	0
Benchmark: 90% or greater of appointments met on time.			<u>.</u>

ef/mp

Attachments: 1. Monthly Quality of Service Report to the KCC

2. Line Counts and Quality Service Reports for 3rd Qtr. 2017

Report is due no later than the 20th of each month following each calender quarter or the 20th of the

month following a Jeopardy Condition .

Monthly Quality of Service Report to the KCC Forward to:

Director-Utilities Division 1500 Arrowhead Road Topeka, KS 66604

Nov.

Dec.

Company: Rural Telephone Service Co., Inc.

2017

Yes/

No

N/A

.

N/A

Year:

Condition

Exempt?

Indicator Ref. Jan. Feb. Mar. Apr. May June July Aug. Sept. Oct. CTR's/100 0.45 A-1 0.28 0.42 0.31 0.39 0.41 0.57 0.28 0.28 Lines % RCTRs A-2 4.35% 0.00% 0.00% 0.00% 0.00% 2.17% 0.00% 0.00% 0.00% 8.4 hrs 8.1 hrs 5.4 hrs Ave. Repair 3.9 hrs 4.2 hrs 6.2 hrs 4.9 hrs 5.6 hrs 4.4 hrs A-3 Interval % Appts. Met A-4 100% 100% 100% 100% 100% 100% 100% 100% 100% Jeopardy Yes/ Condition NO Yes/ Noncompliance Condition NO NO NO NO NO NO NO NO NO No

N/A

N/A

N/A

N/A

N/A

N/A

N/A



QUALITY SERVICE REPORT

# OF TROUBLE # OF TROUBLE ACTUAL REPORTS: TROUBLES ACTUAL HOURS: APPOINTMEN 34/346 OSBORNE 2 18.5 1 <th>HMENT 1 31, 2017</th>	HMENT 1 31, 2017
TROUBLE REPEAT REPORTS: ACTUAL HOURS: APPOINTMEN 345/346 OSBORNE 2 18.5 APPOINTMEN 346/346 OSBORNE 2 18.5 Image: Construction of the second	
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973 PRAIRIE VIEW 984 ALTON	
984 ALTON	
994 WOODSTON	
TOTALS: 22 0 108.65	

Total Access Lines As Of August 1, 2017 - 7,993

P.O. Box 158 145 North Main Lenora, KS 67645 phone: 785.567.4281 toll free: 877.567.7872 fax: 785.567.4401



QUALITY SERVICE REPORT

COMPANY:	RURAL TELEPHONE SERVICE CO., INC.				DATE:	ATTACHMENT 1 August 1-31, 2017
		# OF	# OF	1		
		TROUBLE	REPEAT	ACTUAL		
TELEPHONE	EXCHANGE:	and the second second second second	TROUBLES:	HOURS:	APPC	INTMENTS MET:
345/346	OSBORNE	2		2.27		
361	REPUBLIC	1		19.73		
374	COURTLAND					
386	SELDEN	1		23.8		
389	LEBANON					
421	HILL CITY	6		33.02		
441/445/483	RUSSELL	3		2.17		
454	DOWNS	2		0.76		
476	KENSINGTON	2		16.87		
567	LENORA					
586	OLMITZ					
622	EDMOND					
627	MORLAND					
638	AGRA	-				
647	BURR OAK					
652	WOODRUFF (N)					
653	WOODRUFF					
662	ZURICH					
673	GRAINFIELD					
678	JENNINGS					
687	REXFORD					
689	LOGAN					
695	ATHOL					
697	GAYLORD					
725	ESBON					
735	VICTORIA	1		2.33		
737	PALCO	1		2.33		
743	WAKEENEY	12		66.00		
		12		66.02	_	
753	WEBER					
754	QUINTER	0		4.45		
769	COLLYER	2		4.45		
786	IONIA			40.00		
839	DAMAR	1		18.93		
854	LONG ISLAND					
859	LONG ISLAND N.					
885	NATOMA					
935	GALATIA	1				-
938	GOVE	-				
973	PRAIRIE VIEW	1		2.72		
984	ALTON	1		5.22		
994	WOODSTON	1		2.83		
TOTALS:		36	0	201.12		

Total Access Lines As Of September 1, 2017 - 7,936

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QUALITY SERVICE REPORT

COMPANY:	RURAL TELEPHONE SERVICE CO., INC.				DATE:	ATTACHMENT 1 September 1-30, 2017
		# OF	# OF			
		TROUBLE	REPEAT	ACTUAL		
TELEPHONE EXCHANGE:		REPORTS:	TROUBLES:	HOURS:	APPO	INTMENTS MET:
345/346	OSBORNE	4		4.99		
361	REPUBLIC					
374	COURTLAND	114				
386	SELDEN	2		9.83		
389	LEBANON					
421	HILL CITY	2		15.37		
441/445/483		1		2.33		
454	DOWNS					
476	KENSINGTON					
567	LENORA					
586	OLMITZ					
622	EDMOND					
627	MORLAND					
638	AGRA					
647	BURR OAK					
652	WOODRUFF (N)					
653	WOODRUFF					
662	ZURICH					
673	GRAINFIELD	4		24.48		
678	JENNINGS			21110		
687	REXFORD					
689	LOGAN					
695	ATHOL					
697	GAYLORD					
725	ESBON	1		18.92		
735	VICTORIA	4		2.35		
735	PALCO	4		2.00		
and the second s	and a second	4		47.00		
743	WAKEENEY	4		17.86		
753	WEBBER					
754	QUINTER					
769	COLLYER					
786	IONIA					
839	DAMAR					
854	LONG ISLAND					
859	LONG ISLAND N.					
885	NATOMA					
935	GALATIA					
938	GOVE					
973	PRAIRIE VIEW					
984	ALTON					
994	WOODSTON					
TOTALS:		22	0	96.13	0	

Total Access Lines As Of October 1, 2017 - 7,878

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